

ABSTRACT OF THE DISCLOSURE

Data items or data defining access to data items for provision to one or more users and respective service level data usable to determine a level of service to be provided to the respective users is maintained. Data items or data defining access to data items is received from users for provision to users and rating data is received from one or more users relating to data items provided to those users. Respective service level data for those users from which data items or data defining access to data items were received is changed in dependence upon received rating data relating to those received data items or data defining access to data items. Service is provided to a user in dependence on the service level data for that user.